DOCUMENT RESUME

ED 392 072 CS 509 108

AUTHOR Kotzman, Anne
TITLE Listen to Me, Listen to You: Interpersonal Skills Training Manual and Masters.
INSTITUTION Australian Council for Educational Research, Victoria.
REPORT NO ISBN-0-86431-167-2; ISBN-0-86431-168-0
PUB DATE 95
NOTE 95p.
AVAILABLE FROM Australian Council for Educational Research, 19 Prospect Hill Road (Private Bag 55), Camberwell, Victoria 3124, Australia (Cat. No. 990B2: $34.95 Australian plus shipping, $24 Australian airmail, $19 Australian econ air).
PUB TYPE Guides - Classroom Use - Teaching Guides (For Teacher) (052)

EDRS PRICE Document Not Available from EDRS.
DESCRIPTORS *Assertiveness; *Communication Skills; Foreign Countries; Group Activities; Higher Education; *Interpersonal Communication; *Listening Skills; *Self Esteem; Training Methods
IDENTIFIERS Communication Strategies

ABSTRACT

This training manual contains material from the book "Listen to Me, Listen to You--A Practical Guide to Improving Self-Esteem, Listening Skills and Assertiveness" set out in the form of exercises and handouts. The manual provides a series of 14 group exercises and 19 related handouts suitable for use in workshops or group training sessions on interpersonal skills. The material is grouped under major headings: Listening Skills, Attitudes, Assertiveness, Conversation Skills, and Self-Esteem. The masters for all 19 handouts accompany the manual. The manual and set of masters can be used on their own, but maximum benefit from the material will be obtained when trainers use them in conjunction with the book. (RS)

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